

# Texas State Data Center Service Delivery Guide

## **Attachment C: Minimum Service Levels**

17-Mar-2005



Texas Department of Information Resources  
Austin, TX



**CONTACT TIME (CALL BACK TO CUSTOMER)**

<b>Category/Severity</b>	<b>Criteria</b>	<b>Financial Penalty Threshold</b>	<b>Operational Goal</b>
Severity 1	Within 15 minutes	95.0%	100.0%
Severity 2	Within 2 hrs	95.0%	100.0%
Severity 3	Within 12 hrs	90.0%	100.0%
Severity 4	Within 24 hrs	90.0%	100.0%
Severity 5	Within 8 working days	90.0%	100.0%

**PROBLEM RESOLUTION**

<b>Category/Severity</b>	<b>Criteria</b>	<b>Financial Penalty Threshold</b>	<b>Operational Goal</b>
Severity 1	Closed within 2 hrs	50.0%	100.0%
Severity 2	Closed within 4 hrs	60.0%	100.0%
Severity 3	Closed within 24 hrs	70.0%	100.0%
Severity 4	Closed within 168 hrs	85.0%	100.0%
Severity 5	Next Routine Maintenance	97.0%	100.0%

**PRODUCTION HOST ON-LINE RESPONSE TIME**

<b>Category/Severity</b>	<b>Criteria</b>	<b>Financial Penalty Threshold</b>	<b>Operational Goal</b>
Mainframe Online Applications <sup>2</sup>	1 sec or less	99.0%	100%
TSO <sup>1, 2</sup>	3 sec or less	97.0%	100%
Mid-range Online Applications <sup>4</sup>	3 sec or less	90.0%	100%

**BATCH SERVICE<sup>6</sup>**

<b>Category/Severity</b>	<b>Criteria</b>	<b>Financial Penalty Threshold</b>	<b>Operational Goal</b>
All Scheduled Batch Application Processing	All jobs as scheduled in scheduling package	98.0%	100.0%

**ONLINE APPLICATION AVAILABILITY**

<b>Category/Severity</b>	<b>Criteria</b>	<b>Financial Penalty Threshold</b>	<b>Operational Goal</b>
Production Non-Prime Hours <sup>3, 5</sup>	Monday-Friday 7:01 p.m.-6:59 a.m. except for scheduled maintenance  Friday 7:01 p.m. to Monday 6:59 a.m. except for scheduled maintenance	99.0%	100.0%
Production Prime Hours <sup>3, 5</sup>	Monday-Friday 7:00 a.m.-7:00 p.m. except for scheduled maintenance	99.5%	100.0%
Development, Test, Special <sup>3, 5</sup>	7 days/week 7:00 a.m.-7:00 p.m. except for scheduled maintenance	98.0%	100.0%

**NOTES**

- 1 Period 1 transactions only as measured by RMF, host internal measurements only.
- 2 Time measured is only host internal time.
- 3 As stated in the contracts, problems that are not in NGTSI direct control are not taken into calculation for determining financial penalties.
- 4 Response times are measured at a device at the border of NGTSI responsibility. It is inclusive of the network segments within service provider responsibility. It represents the response time seen by a client at the edge of the service provider's area of responsibility. It shall not include client network segments outside of service provider's area of responsibility.
- 5 Downtime will be measured until the application is returned to production. As an example, if the client is providing DBA support then the downtime is measured until the system is turned over to the client.
- 6 Service provider will schedule jobs that will be included into this measurement through a production scheduling package support. The service provider must also control the batch schedule by providing production control services, i.e., the scheduling and running of the batch schedule.

## Related Documents

This document and the documents listed below are available online at  
**[www.dir.state.tx.us/pubs/sdc](http://www.dir.state.tx.us/pubs/sdc)**:

TEXAS STATE DATA CENTER (TSDC) SERVICE DELIVERY GUIDE

ATTACHMENT A: DATA CENTER OPERATIONS RESOURCE UTILIZATION TEMPLATES

ATTACHMENT B: LBB SUMMARY STATEMENT OF WORK GUIDE



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